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**Division of Developmental Services**
**Virginia Supports Intensity Scale® Administration:**
*Provider Responsibilities and Scheduling Process*

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## Quick Reference: Virginia SIS® Process Flow and Timeframes for Providers

| Steps | Timing & Communication |
|---|---|
| *Note: Process flow and requirements for Community Service Boards (CSB) and Training Centers (TC) will continue to be refined.* | |
| 1. Ascend sends **Upcoming SIS® List** of persons targeted for upcoming routine SIS assessments to the CSB/TC Point Person. | Up to monthly, at least quarterly. |
| 2. **CSB/TC  Point Person:**<br>  a. Confirms the individual's CSB unique identifier, correct SSN and Medicaid numbers, ISP date; and,<br>  b. Gives Ascend the name of the Support Coordinator/Case Manager (SC/CM) currently supporting each individual listed. | Within one week of receipt of the **Upcoming SIS® List**.<br><br>Method: Initially, secure email. Supplemented by web-based data entry. |
| 3. **SC/CM or TC Point Person:**<br>  a. Ascend refers to the SC information table in SISOnline for SC contact information.  Ascend contacts each person's SC/CM/TC Point Person.<br>  b. Ascend forwards SC/CM specific **Upcoming SIS List**, with names of persons supported by them that are due for a SIS®.<br>  c. For each person on the list the Support Coordinator/TC Point Persons:<br>    i. Identify best location for an interview<br>    ii. Give contact information and address for individual and guardian<br>    iii. Identify at least two or more knowledgeable respondents for the SIS® interview and give contact information for each respondent.<br>    iv. If the individual receives Residential and/or Day services, identify at least one respondent from the Residential and/or Day service who has known the individual at least three months from each Service. Give Ascend contact information for each respondent.<br>    v. The SC/CM or TC point person identifies for Ascend the best interview location and lets Ascend know of any other accommodations or interpretation needs of the individual.  Assist in reserving locations as necessary.<br>    vi. When contacted by Ascend, confirm CSB/TC unique identifier, correct SSN and Medicaid numbers, ISP date.<br>    vii. Reconfirm these data are correctly reflected on the SIS® form at the interview.<br>    viii. At the interview the SC/CM, TC point person will inform the interviewer of the username to whom the SIS report should be assigned. Without assignment to a SIS username the SIS report will be unavailable for viewing by the CSB or TC. | SC/CM or TC Point Person: Reply to request for SIS respondent information within 5 days<br><br>Method:  Initially contact by secure email, to be supplemented by web-based data entry. |
| 4. **Ascend:**<br>  a. Contacts identified potential respondents to confirm available dates and times to participate in SIS® interview.<br>  b. Sets an interview date and time based on the preferences of the individual, family and respondent set.<br>  c. Of the respondent set, Ascend confirms at least two persons who know the individual well for at least 3 months commit to attend.<br>  d. Ascend confirms that the SC/CM and at least one person from the Residential and/or Day services, as applicable, confirm intent to attend. | Ascend finalizes scheduling at least two weeks before the interview date.  Primarily accomplished through phone contacts and by email addresses as available.<br><br>Reminders will be sent by email when an email address |

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| e. Ascend confirms that the individual will be in attendance. Ascend invites the guardian, as applicable.<br>f. Ascend finalizes the interview time, date, and location and notifies respondents.<br>g. Ascend arranges interpretation services as necessary.<br>h. Ascend issues reminders to required respondents 5 business days prior to the interview. | is available. |
| **Ascend conducts scheduled interviews**.<br>a. Except in the event of unsafe travel conditions, or illness of the individual, or unpaid caregiver, DDS deems no less than 48 hours' notice as acceptable for a cancellation of confirmed participation in a scheduled SIS® assessment.<br>b. DDS has determined that scheduled SIS® interviews will proceed as long as two persons who know the individual well for at least three months are present for the interview. When an individual receives residential services, a respondent from the residential provider who has known the individual well for at least three months MUST be in attendance.<br>c. Although the individual must meet with the interviewer, the individual has the freedom to choose his or her level of participation in the interview. Active participation by individuals is strongly encouraged.<br>d. Ascend is required to report to DDS all cancellations and any confirmed provider staff who do not attend as scheduled.<br>e. All respondents must sign the Respondent Checklist. The individual and guardian will be asked to sign the *Virginia Standard Operating Procedures Checklist for the SIS® Interview.* | Typically 120 to 54 days before the ISP end date. |
| After the interview, Ascend:<br>a. Interviewer finalizes scoring and comments.<br>b. Ascend Quality Reviewers finalize SIS in SIS Online, making the SIS Report available for the SC/CM or TC point person to print and distribute. | Within 7 business days of SIS® |
| **SC/CM or the TC Point Person**<br>a. Accesses the completed SIS® in SISOnline,<br>   i. Retrieve the **SIS® Long Form Report** (Family Version for family members). Ensure it is faxed or sent via encrypted email to the providers who support the individual with waiver services.<br>   ii. Retrieve the signed *Respondent Information Form/SIS® Checklist*. Ensure a copy is downloaded or printed and scanned and saved as part of the individual's electronic service record.<br>   iii. The SC/CM or TC Point Person shall share a copy of the Family Version with the individual, the guardians and family members. | Between 7 and 15 business days after the day of the SIS® interview |

# Virginia Supports Intensity Scale® Administration:
## *Additional Provider Responsibilities*

## CSB/TC Responsibilities

1. Each CSB/TC is to appoint two SIS® Point Persons, a primary and a back-up. Notify DDS Regional SIS® Specialists and Ascend of changes in point person assignments (see contact information below).
2. ISP start and end dates must be entered and kept current in IDOLS on the individual's service/enrollment record page. ISP dates in IDOLs will typically be used to trigger SIS assessments.
3. CSB/TCs are responsible to ensure that point persons, SC/CMs and TC Point Persons comply with SIS® scheduling and participation processes.

4. CSBs are responsible to ensure that Residential and Day agencies with whom they contract comply with SIS® scheduling and participation requirements.

## CSB/TC Point Person Responsibilities
1. Respond to request for information from Ascend in a timely manner.
2. As necessary, submit requests via secure email for SIS® assessments for persons new to Waiver services and for SIS status change reassessments to DDS Regional SIS® Specialists.
3. Assist Ascend to successfully coordinate SIS scheduling, should barriers to scheduling be identified.
4. CSB or TC Point Person must notify Ascend if anyone other than the scheduled SC is to be assigned within SISOnline as the designated SC to have access to the completed SIS® in SISOnline. This must occur at least one day prior to the SIS® Interview.

## SC/CM and TC Point Person Responsibilities
1. DSS prefers submission of contact information by secure email using Ascend's form.  Submission via fax is acceptable only as a method of last resort.  When online entry is available, submission of respondent information via secure web entry is preferred.
2. Ensure that individuals and families know about the SIS® assessment, how it will be used for supports planning, and that a certified assessor from Ascend will lead the interview.  At the meeting, the SC should facilitate introductions.
5. The SC continues to be responsible for completion of the *Annual Risk Assessment* with the planning team at each annual ISP meeting and to share results with providers.  Updated versions can be found on the DBHDS web site on the DDS web page under the SIS® section.
6. SC/CM or TC Point Person must notify Ascend if anyone other than the scheduled SC is to be assigned within SISOnline as the designated SC to have access to the completed SIS® in SISOnline. This must occur at least one day prior to the SIS® interview.

## Ascend Responsibilities
1. Maintain master list of persons to be assessed.  Set assessment rotation.
2. Set rotation such that assessments typically occur between 120 days to 45 days prior to ISP end date as recorded in IDOLs.  Initial year assessments may be set according to multiple criteria set forth by DDS.
3. Most interviews will be scheduled during typical work hours, though evenings and Saturday times can be scheduled to accommodate individuals' needs.
4. Interviewers will be identified by Ascend badges.

## CSB/TC SISOnline "Super User" Responsibilities
1. Each CSB/TC will appoint at least one SIS Superuser.
2. CSB/TC  based SIS Online Super Users will be responsible for:
    a. Managing CSB/TC  authorized users of SISOnline, assigning SIS® assessments to the correct user (SC/CM), managing account authorization, reset passwords, and access issues
    b. Training CSB/TC  based users on how to access SIS® reports
    c. Maintaining the accuracy of phone numbers and email addresses for the SIS® Online User list.
    d. When individuals leave Waiver services:
        i. Print, save, and file in the individual's record a hardcopy of the individual's SIS® Long From Report (maintain in the record per Medicaid regulations for 6 years)
        ii. Send the individual's name, SIS® ID number, and SIS tracking number via secure email to the Regional Support Specialist so that individual can be removed from triennial assessment rotation and his or her SISOnline history can be archived.
    e. When needed, request SIS® Online Superuser or SC training from the SIS® Regional Supervisor.
3. CSB/TC  Super Users have the ability to:
    - "View only" assessments
    - "Move" and "Bulk Move" assessments to each Support Coordinator or CSB/TC

- Change/assign passwords
- Add new "users" with view only permissions
- List new "users" with SIS® user ID by "last name, first initial."

4. <u>Users/SCs have the ability to:</u>
   - View assessments
   - Upload and download attachments to a person's SIS®.

## Virginia SIS® Process, Helpful Contacts

| Virginia Department Of Developmental Services | |
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| **Contact Info** | **Contact About** |
| www.dbhds.virginia.gov | General project information posted |
| Joan Bender, DDS Regional SIS Supervisor 804-774-4469, joan.bender@dbhds.virginia.gov | Questions concerning DDS SIS® procedures or requirements |
| DDS Regional Support Specialists<br>• **Region 1:** Ken Haines, 804-337-5709 kenneth.haines@dbhds.virginia.gov<br>• **Region 2:** Betty Vines, 804-221-9442 betty.vines@dbhds.virginia.gov<br>• **Region 3:** Jason Perkins, 804-221-2454 jason.perkins@dbhds.virginia.gov<br>• **Region 4:** Maureen Kennedy, 804-774-2276 maureen.kennedy@dbhds.virginia.gov<br>• **Region 5:** Brandy Martin, 804-221-2749 brandy.martin@dbhds.virginia.gov | • Request for SIS® re-assessment for persons to the Waiver<br>• Troubleshooting SIS® issues<br>• Requests for provider and SC respondent training.<br>• Requests for SIS® Admin or Superuser training |
| Cheri Stierer, Community Resource Manager and State SIS® Coordinator, cheri.stierer@dbhds.virginia.gov, 804-786-0803 | Questions concerning the SIS® and DDS SIS® policies |
| Appeal request procedures, form and instructions available at: www.dbhds.virginia.gov under Waiver Services. | Appeals for the SIS® |

| Ascend Management Innovations | |
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| **Contact Info** | **Contact About** |
| Ascend Main SIS® Scheduling Phone Number: 877-431-1388 x. 3465 | Confirm scheduling |
| Ascend Scheduling Manager Phone Number: 877.431.1388 x.3236 | After contacting the Regional Support Specialist for their area, changes in CSB/TC point person assignments or contact numbers |
| Ascend Manager of Interviewers Ascend Quality Division Phone Number: 877.431.1388 x.3334 | Feedback, Commentary, Quality Concerns |
| vasis@ascendami.com | General inquiries about Ascend and the SIS® program in Virginia; issues or concerns |
| www.ascendami.com | General information about Ascend; SIS® resources |